

SEEDS Levels of Service Working Group (LOSWG)

Draft Charter, February 20, 2003

Background

The SEEDS formulation effort included development of minimum and recommended levels of service for core data sets and services required from ESE Data Service Providers (DSPs). Even though in the SEEDS era ESE DSPs will have as much flexibility to implement and operate as possible, users of the DSPs will expect to receive a level of service similar to that received today from the EOSDIS and the current overall ESE data management and user services system (a complex of DSP's including DAACs, SIPS, ESIPS, etc.).

The SEEDS Formulation Team recommended that the DSP Levels of Service (LOS) be adopted as an initial working baseline to serve as a basis for definition of requirements for future ESE data activities. The SEEDS Formulation Team further recommended that the LOS should be subjected to ongoing review by ESE and the community via the LOSWG, and that the LOS should be updated as needed to reflect changes in ESE program needs, evolution of modes of operation that are driven by user needs, and advances in information technology.

Objectives

The LOSWG, chartered by the SEEDS Program Office, will provide reports and recommendations to the SEEDS Program Office concerning the LOS. The scope of the LOSWG activity will be the content and structure of the LOS and the use of the LOS as a basis for defining requirements for DSPs and as the basis of the SEEDS Cost Estimation Tool (CET).

The SEEDS Levels of Service Working Group (LOSWG) will:

- a. Annually review and recommend changes to the Levels of Service baseline (i.e., the requirements and levels of service and the DSP reference model that is their framework). Conduct the review from the point of view of the DSP and DSP user. The review should consider changes in ESE program needs, evolution of modes of operation that are driven by user needs, advances in information technology, and other potential impact factors.
- b. Recommend individual changes to items in the baseline as the need arises between annual reviews.
- c. Make recommendations to ensure that the CET remains consistent with changes made to the reference model and LOS.
- d. Annually develop and adopt a working plan for LOSWG core group and subgroup activities that outlines specific objectives, meeting schedules (including two meetings of the core group per year) and schedule for major reports.

Membership

The membership of the LOSWG includes representatives from all of the types of ESE DSPs, including DAACs, SIPS, ESIPS, REASoNs, RESACs, etc., i.e. all DSPs within the scope of the

LOS, and representatives from the user community. The LOSWG will include a core group of sixteen representatives, supported by ad hoc DSP and user community subgroups.

The DSP and user representatives will elect an LOSWG chair and chairs for the user and DSP subgroups. The SEEDS Program Office will provide a representative to the LOSWG who will serve as the LOSWG Executive Secretary.

LOSWG - First Year Plan

Assume that the 'first year' commences in June, 2003, after the REASoNs are selected, and extends through FY04, i.e. through September, 2004.

June 2003 - Initial organizing meeting. Review charter with SEEDS Program Office, elect chairperson for term through FY04. Begin initial review of LOS baseline.

September 2003 - Complete initial review of LOS baseline, and provide report and recommendations to SEEDS Program Office.

Notes:

Need to define an annual cycle for review of the LOS baseline that fits with when ESE would be most likely to make use of it, and therefore need to have it current. Possibly review only a portion of the baseline each year.

Review of how CET is implemented vis a vis LOS?

What kind of review of CET would be needed? By this group - if not, by who?

Should we briefly list inter-communications support, ie, working group directory, e-mail lists, E-Room??, Meet-Me Telecon, SEEDS Web site, etc??